

TELECOMMUNICATION SYSTEMS ADMINISTRATOR

GRADE: 18

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Telecommunication Systems Administrator performs intermediate technical and difficult administrative duties involving the City's telephone and voicemail systems, cell phones, pagers, pay phones, fax/modems, and the data-cabling infrastructure. The position requires regular outside contacts and contacts with City staff from all departments to provide telecommunication needs to users as well as coordinating departmental needs. The physical demands are moderate and the work can be somewhat stressful when working under pressure. The position provides 24/7 on-call support to staff and facilities. Participating with others inside and outside the organization, the management of the City's voice communications can have serious operational consequences and all work is performed under the general supervision of the Director of Information & Technology.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Manages the Voice Communications Division of the Information & Technology Department.

- Oversees the day-to-day operations of the division budget, accounting, and contract management.
- Provides technical support and repair services to staff for all voice communications equipment and applications, such as telephones, voice mailboxes, cell phones, pagers, fax machines and modems.
- Inputs and updates information for phones, configures gateways and gatekeepers and maintains the telephone, voicemail and other data for various servers.
- Performs moves, adds, and changes for telephones, voice mailboxes and information lines.
- Evaluates needs, advises, and provides consultation to users, divisions, and departments for the optimum usage of all voice communication services and equipment.
- Negotiates contracts, reviews and discusses invoices, purchases equipment, and orders installation and repair work to be performed by telecommunication vendors.
- Develops RFP's, RFQ's and researches existing contracts with other government entities for purchasing equipment and services.
- Reviews proposals and recommends contract awards to voice communications vendors.
- Maintains current information within an ACCESS Database on employee's telephone, cell phone, and pager numbers for Employee Directories. Also maintains the records of all City of Rockville telephone numbers, including all special numbers, modems and TTY's.
- Maintains the NENA database which provides the correct facility addresses and phone numbers for emergency response/911 services.
- Reviews and interprets building blueprints with architects, management and staff for new and renovated facilities. Manages the data/communication wiring projects.
- Monitors the cost and usage of all cell phones and pagers.
- Monitors and maintains service for the pay phones in all of the City of Rockville parks and facilities.
- Reviews and approves all payments to City voice communications vendors.
- Process the yearly budget for the operations of the division and manages the division's accounts. Provides data for Performance Measurements.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an Associate of Arts degree in computer technology, telecommunications or related field and two years experience in VOIP, telephone system administrator related experience. . Some administrative experience preferred. CISCO VOIP certification within a reasonable time as determined by the City.

Preferred Knowledge, Skills and Abilities:

- Knowledge of Cisco AVVID System
- Knowledge of Unity Voicemail System
- Knowledge of Voice telecommunications applications
- Knowledge of the government contract and procurement process
- Strong negotiation skills
- Strong skills in administration and budget preparation
- Ability to establish and maintain effective working relationship with others
- Ability to communicate effectively, both orally and in writing
- Ability to work effectively under stressful situations and/or deadlines
- Ability to work with minimal supervision; to use sound judgment and discretion in making decisions